

Subject: CONSTRUCTIVE INTERVENTION

REFERENCES	SECTIONS
DGS Department Manual http://orpm.dgs.ca.gov/DGSManual/TOC/default.htm	Section 1336-1337
Human Resources Policy Memos http://hr.dgs.ca.gov/PublicationsAndResources/HR+Memos.htm	01-005
Law & Regulation http://www.dpa.ca.gov/statesys/dpa/laws.htm http://www.dpa.ca.gov/statesys/dpa/oalrules.htm	GC 19570.1; 19576.1
Memo of Understanding (MOU) http://www.dpa.ca.gov/collbarg/contract/bumenu.shtm	Applicable BU Contract
Responsible Control Agency and Program	SPB
SPB/DPA Policy Memos http://www.spb.ca.gov/pinkies.htm http://www.dpa.ca.gov/statesys/dpa/src/hfpml.shtm	SPB Pinkie 5/16/88 PML 94-07
Other:	
DGS Intranet	http://hr.dgs.ca.gov/TrainingPerformanceEnhancement/constructive+intervention.htm

Subject: Constructive Intervention

Definition/Explanation:

Constructive intervention is a performance correction process. It follows a set of principles established in the human behavior sciences. Departmental experience has demonstrated that constructive intervention is effective performance correction and compatible with the civil service system. Constructive intervention has three fundamental steps (defining performance expectations, formally defining elements of the correction, bringing the correction to a positive and productive conclusion). Program management determines timeframes for each step, adjusted to each individual situation.

Policy:

DGS uses the constructive intervention process to correct employee performance or conduct.

DGS has established constructive intervention as its performance correction process. This process offers supervisors and managers who confront employee performance problems the best possible chance for a positive outcome.

IMPORTANT NOTE: some conduct is so unacceptable (such as threats or violence) that the situation should be considered urgent. Employees should immediately report such incidents to his/her supervisor (see DGS Departmental Manual Sections 1412-1416).

Procedure:

Acts of violence, threats of violence, theft, dishonesty, discrimination, retaliation, and sexual harassment should be considered urgent. If unsure, **contact a Training and Performance Enhancement Section (TPES) consultant.** Depending on the manager's determination of seriousness, such events should be reported to the Workplace Violence Referral Line at 376-5344.

If you are contacted regarding a performance issue, you should refer the manager/supervisor to the TPES or refer them to the DGS Intranet site, which discusses the constructive intervention process.

Attachments: None